



**Gilbert & Goode**

## PERSON SPECIFICATION

**JOB TITLE:** Commercial Manager

**DEPARTMENT:** Commercial

EDUCATION/QUALIFICATIONS	
ESSENTIAL	DESIRABLE
Educated to degree standard or equivalent level qualification	Chartered Membership or eligibility for Chartered Membership, Chartered Surveyor
Evidence of CPD and prepared to undertake relevant training to meet operational need and further knowledge base	

KNOWLEDGE AND EXPERIENCE	
ESSENTIAL	DESIRABLE
Strong understanding of Financial Management, budgeting and commercial principles and the ability to manage complex financial planning	Overcomes traditional organisational constraints
Excellent negotiation and communication skills to secure favourable terms in contracts and procurement	Has an understanding of effective Business Planning
Ability to analyse financial data, project costs and contractual terms to make informed decisions	Demonstrates a pro-active understanding of others agendas
Firm commitment to accountability, performance management, target setting, deadlines met and monitoring	

KNOWLEDGE AND EXPERIENCE	
Proven track record of delivering service improvements. Experience in contributing to the development of business plans, strategies and policies.	
Knowledge and experience of utilising IT and databases in the effective delivery of customer service	
Understands General Data Protection Regulations and practical application of procedures commensurate with area of work	
Understands health and safety responsibilities in the workplace commensurate with area of work	
Ability to scrutinise detail, whilst maintaining a strategic overview	

SKILLS AND ABILITIES	
ESSENTIAL	DESIRABLE
Passionate about delivering and cultivating excellent customer service, whilst being commercially astute	Is aspirational and aims high when anticipating and planning customer and business needs.
Demonstrates highly developed verbal, written and presentation skills.	
Thrives on change, learning and innovation and works effectively as part of a team.	
Communicates complex information, including financial and performance information clearly, by written or verbal, adapting to audience	
Adept at systematic risk and opportunity management	
Strong evidence of the ability to work in partnership with stakeholders to deliver successful outcomes for colleagues and customers	

SKILLS AND ABILITIES	
Possess strong MS Office and IT skills with the ability to use a broad range of software	
Processes large volumes of data, manipulate outputs and perform detailed analysis.	
Applies effective problem solving and decision making skills	
Demonstrates a rapid understanding of newly presented information	
Demonstrates the ability to think creatively and solve problems	
Remains calm under pressure, meets deadlines and resilient to managing conflict and high pressure situations	
Possesses skills and talent to improve services and performance, including complaints management.	
Flexibly manages workloads	
Possesses patience, diplomacy and empathy for customers whilst balancing the needs of the business	

MANAGEMENT AND LEADERSHIP OF PEOPLE	
ESSENTIAL	DESIRABLE
Provides clear direction and makes timely and informed decisions, involving others and delegating as appropriate	Facilitates the resolution of conflict between people so that an appropriate way forward is identified championing joint problem solving
Is an effective people manager with strong leadership skills with the ability to motivate individuals and teams to achieve / exceed targets and priorities.	Is a dynamic and inspirational leader, able to articulate a vision that creates excitement and commitment from others
Undertakes regular supervision of employees, ensuring effective performance and identifies strengths and development needs in the team	

MANAGEMENT AND LEADERSHIP OF PEOPLE	
Supports, mentors and coaches team members to improve performance, supporting professional development and opportunities to learn, both in day-to-day work and on formal training courses or studies	
Ensures team members value diversity and takes appropriate action when there is evidence of discrimination or inequity	
Actively seeks out and harnesses the views and contributions of others and enables people to work collaboratively	
Promotes a no blame culture, learning by mistakes and taking ownership of problems and issues	

OTHER REQUIREMENTS	
ESSENTIAL	DESIRABLE
Attend 'out of hours' meetings as required	
Ability to transport oneself to various locations	